Error codes C00D0BBE, C00D11D0, C00D11D1, or others occur when you try to play Zune content

> **Note** Xbox 360 support content is no longer being maintained. If you need more info about your Xbox 360 console, visit the Xbox forums.

> **Note** The Zune service and Zune Marketplace were discontinued on November 15, 2015 . This might cause errors when you try to stream or download Zune content or update the Zune service.

You receive one of the following error codes when you try to sign in to your Zune account, buy or play content from the Zune Marketplace, or use Zune software:

C00D0BBE

C00D11D0

C00D11D1

C00D11D2

C00D124F

C00D12F5

C00D1310

C00D1312

C00D135C

C00D1B83

C00D2772

C101001F

C1010026

C00D0FFB

This might mean that the Zune music + video software can't access a file. The file might be in use, you might not be able to access the computer where the file is stored, or your proxy settings might be wrong.

How to resolve the issue

Expand all

Solution

Did this resolve the issue? Yes No

Still need help?

Request a call, chat online, and more.

Contact us

Contact times (Pacific Time)

Phone support
Monday to Friday: 6:00am-5:00pm
Saturday to Sunday: 6:00am-5:00pm

Web chat
Monday to Sunday: 24 hours a day

Disability answer desk

Accessible help and resources to get your Xbox questions answered.

Get answers

Your Microsoft account
Photosensitive seizure warning
Creators Program
Designed for Xbox

United States - English

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